



BSA Limited

Contractor Introduction Booklet

Issue: April 2008



ABOUT BSA LIMITED

Background



BSA Limited (formerly *Comet Satellite & Cable*) provides high volume residential, commercial satellite, free to air and microwave installation services across Australia. Having secure contractual arrangements with FOXTEL, Austar, Telstra and Optus BSA TS specializes in the installation of subscription TV to customers throughout Australia.

BSA Limited has 7 branches nationally and a regional installation base covering over 200 locations throughout Australia. The company employs over 300 employees and maintains a network of over 1,000 contractors.

Subscription TV installations in Australia are expected to exceed 50% of all households by 2009. Driving the growth in this market segment is the transmission to digital and wireless transmission delivered by satellite and microwave. As the largest provider of subscription TV, satellite and some cable services into homes and commercial premises throughout Australia, **BSA Limited** is well placed to take advantage of these and emerging opportunities. Each month our contractors complete over 25,000 transactions throughout Australia.

MR Antenna and Mr Alarms are wholly owned subsidiaries of BSA Limited. As the only national free to air antenna installation company, Mr Antenna enjoys a reputation of quality and reliability, providing thousands of families.

The services performed by *BSA* include, but limited to are:



BSA - installs satellite equipment for Foxtel, the largest provider of subscription TV services in the country. Foxtel has the most subscribers and an impressive growth record. BSA's relationship with Foxtel continues to strengthen. Currently BSA undertakes Foxtel installations Australia wide. Support infrastructure for the operations, offices and warehouses in these sites have continued to be expanded to cope with the increased demand.



BSA - is a significant provider of installation and maintenance services on the Optus Hybrid Fibre Coax (HFC) network in Brisbane, Melbourne and Sydney. BSA provides installation and maintenance of bundled services including subscription TV, telephony and high speed data cable modems to the HFC network. BSA has been the sole installation company for the Optus Satellite Commercial PTV service since it's commencement. This includes installation to hotels, clubs, corporate offices and mining sites. BSA has a strong platform utilising HFC Products with resources to manage over 120 installers and is well placed to participate in the delivery of any new products or platforms in this expanding market.



Austar is Australia's sole provider of Subscription TV services to Nth QLD and parts of regional Australia. BSA undertakes commercial installations for Austar in Queensland, New South Wales, Victoria and South Australia.



With over 500,000 satisfied customers since 1991, Mr Antenna has become Australia's household name for the best reception solutions available. Mr Antenna is Australia's leading television antenna installation company. Visiting over fifty thousand homes per year, Mr. Antenna has outstanding potential in the domestic antenna installation sector. The company has strong brand recognition and a loyal customer base. BSA expects to dramatically expand brand awareness, market share and revenue for Mr. Antenna as it moves towards the digital free to air platform in 2013.



MR Alarms

Working closely with the Mr Antenna structure, BSA has developed a significant security alarm division. Mr Alarms is an authorised dealer Victoria. Mr Alarms has developed a qualified installation and service resource to compliment its sales activities. The installation and service technician resource is planned to expand into major regional centres where limited installation resources prevail.

With the increasing demands for personal and home security Mr Alarms is well positioned to provide a qualified and comprehensive service to both capital and regional centres of Australia.



BSA performs high volume contracting work as a third party provider to Telstra in a number of areas where BSA's contracting quality can assist in delivering the services Telstra requires for it's customers.

Broadband Services

With the maturation of high speed internet services, BSA expects to see the delivery of broadband internet via cable and satellite continues its very strong growth phase.

BSA was one of Australia's first installation groups of broadband internet via satellite and cable. Like any pioneer, BSA found the service introduction very challenging, but believes that as a result the knowledge and skill acquired will prove to be very rewarding in the future.

BSA is currently providing installation services to various ISP organisations utilising delivery platforms such as ADSL and wireless local loop technology. BSA is committed to becoming the leading supplier of services to both these technologies.



BSA LIMITED CONTRACTOR NETWORK

Quality and Standards

Installers are provided with a comprehensive procedures manual covering all aspects of their work and job responsibilities. They call in to a central operations coordinator before start of each job and provide all necessary information for reporting to our clients. Installers are held responsible for their own work, rework and insurance claims in the unlikely event that these should occur. This acts as an incentive to ensure the highest standards of quality are maintained in all work performed.

BSA's in-house Quality Assurance program requires inspection of not less than 10% of all jobs performed by each and any Installer in our network. This QA program is in addition to that performed by our customers.

The business is operated in accordance with AS/NZS ISO 9001 quality management standard.

Procedures in use are:

- Installer Management Procedures
- Routing and Dispatch Procedures
- Work Order Processing and Invoicing System
- Staff Management & Organizational Procedures
- Technical Support & Training Procedures
- Online Dispatch System
- Fully Computerised and Audited Internal Accounting System
- Quality Control Procedures

Customer Service Focus

BSA recognizes the importance and benefit of ensuring every customer has a pleasant, hassle free and favorable memory of their installation. BSA achieves this with the customer by providing the following at the point of installation:

- Clean and tidy appearance of the work vehicle
- Technician is in BSA uniform with a neat and tidy appearance and identification
- A comprehensive pre-installation briefing and user education process
- Use drop sheets for all work inside the premises
- Ensuring the work area at the customers premises is cleaned
- Ensure accurate paperwork details to avoid billing mistakes.

Insurance & Terms of Trade

All contractors that work on behalf of BSA are required to be a **Pty Ltd Company** and provide evidence of the following insurance cover prior to carrying out any work for BSA Limited.

- \$20,000,000 Public Liability cover
- \$25,000 stock and equipment in vehicle and locked premises cover
- Workers Compensation and / or Personal Accident / Injury Insurance (depending on the particular state requirement) including coverage for any workers, subcontractors, etc.

Evidence of the above insurances must be provided to BSA whilst all contractors continue to work for BSA Limited.



A competitive rate for the insurance cover can be obtained from the following broker who is familiar with BSA's requirements.

Assurity Pty Ltd

Contact Adam Smith
Ph 07 3490 9200
Fax 07 3205 6610

Registration of your company can be instantaneous with the company certificate and ACN able to be issued on line. From the same location you can even register for an ABN and TFN from Tax Dept.

The easy and inexpensive process can be provided by Register a Company Limited. To access the process just visit <http://www.registeracompany.com.au/pricing.cfm>

Tools of Trade

The following is an indicative list of minimum tool requirements for a contractor prior to carrying out work for BSA Limited.

- Ladder 2 story , min 7.87 metres
- Ladder – Folding Step
- 20mtr Extension Lead
- Impact Drill
- Angle Grinder
- Cordless Drill
- Small vacuum cleaner and dust pan
- Approved Meter (Unaohm S22 or Hills HST 2 for Sat and Sunrise CM1000 for Cable)
- Multimeter
- Inclinator / Compass (Silva Brand)
- Cable Stripper – RG-6
- Hex crimpers – RG-6 and RG-11 Type
- Side Cutters
- Combination Pliers
- Needle Nose Pliers
- Spanner Set Metric (8mm to 19mm)
- Shifting Spanners
- Screwdriver Set
- Chisel – wood
- Tin Snips
- Tape Measure
- Drill Bits – standard & masonry
- Auger wood drill bit (10mm X 400mm)
- Extension Drill (1.2m) (Internal Wall)
- Plaster Saw
- Hammer
- Hacksaw
- Torch
- Dental Mirror or Mechanics Mirror
- Spirit Level (magnetic)
- Silicon Gun
- String line and weights
- Electricians Tongue (yellow tongue)
- Fiberglass extension rods (optional)
- Krone tool



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- Scotch Lok tool
 - Drop sheet
 - Stanley knife
 - Slim Design Basic Telephone

Personal Protective Equipment Requirements

- Harness (Full roofers kit including Tin Roof Attachment)
- 3 X Safety Cones
- Working at Heights Barricade Tape
- Safety glasses / goggles
- Sunscreen lotion
- Ear plugs or ear muffs
- Wide brim hat
- Fully enclosed slip resistant footwear
- First Aid Kit , compliant with State Authority Requirements

Other Requirements

(OHS&E documents are provided by BSA Limited as a recommended guide only - contractors may adopt their own OHS&E system)

- BSA ID Card
- BSA Safety Rules
- Safe Work Method Statements
- Site Specific JSA Guidelines
- Site Hazard and Risk Check Pro forma
- Emergency Contact List

BSA Uniform and Accessories

The BSA uniform must be worn at all times whilst carrying out work for BSA Ltd therefore all new installers will be issued, at their own cost, 3 x polo shirts

Other items and accessories are available for purchase from BSA

Vehicle

This requirement is negotiable however we prefer the following type of vehicle:

- All White
- Commercial vehicle, van or ute
- Less than 6 years old
- Tool and stock racking

NOTE: The vehicle must have a lock up area for the secure storage of BSA. consignment stock and possibly display the approximate Foxtel and BSA signage.

Training and Certification

All BSA Limited contractors must obtain and show evidence of completion of:

- Restricted Cable License or above.
- Accredited "Working at Heights" training.
- BSA on-line Technician Induction Training course.



Communication Equipment

Communication between BSA and the contractor is of the utmost importance. All contractors must have the following communication equipment:

1. Mobile phone connected with voice mail and SMS facilities activated.
2. Computer connected to the internet (*it is recommended a broadband or similar form of high speed internet connection be used*)

Metropolitan Operating Procedures (General Overview)

- BSA receives work from Foxtel and other clients via an electronic file.
- BSA maps the work out for the next day recognizing the AM and PM timeslots.
- BSA assigns the jobs to the appropriate contract installer in a way to maximise the efficiencies of travel and individual capacity.
- BSA place the work onto the BSA web site at approx 6.00pm the night prior for the following days work.
- The contractor phones the customer the night before confirming the job and advising the customer of the time slot (either AM or PM).
- Upon arrival onsite the contractor contacts the BSA office to log-in.
- After completing each job or installation the contractor is required to phone the completion details through to Foxtel, requesting Foxtel to authorise the smart card (connecting to Foxtel's subscriber TV).
- The contractor completes the Foxtel work order form ensuring he/she obtains the customer's signature confirming the job is complete.
- The contractor completes the job summary on his website at the end of each day.

Payment to Contractors

Payments from BSA to the contractors will be made by Electronic Funds Transfer (EFT) and therefore a "Bank Account Authority" needs to be completed to enable payment. Payment for completed work will be made within 21 days after the end of the week in which BSA invoices the completed work order from the website, providing it is correct and all required information has been entered. This work order acknowledges that the work has been completed and provides the documentation to enable us to invoice our Head Contractor, (i.e. Foxtel).

For any incomplete work orders details taken from the contractors' website, BSA will notify the contractor with the appropriate areas highlighted for completion by the contractor. The contractor will be paid within 21 days of BSA's receipt of the amended details.



Next Step....

If you're interested in contracting to BSA, or require more information please contact,

NSW: State Manager, BSA Limited Unit 11, 79-99 St Hilliers Rd, Auburn 2144 Tel: 02 8748 2400 Email; work@bsa.com.au	Queensland: State Manager, BSA Limited Unit 1B/49 Borthwick Avenue, Murarrie QLD 4172 Tel: (07) 3902 7500 Email: work@bsa.com.au
Victoria: State Manager, BSA Limited Unit 3/87 Newlands Road, Reservoir VIC 3073 Tel: (03) 9495 7899 Email: work@bsa.com.au	Western Australia: State Manager, BSA Limited 27 Irvine Drive, Malaga WA 6090 Tel: (08) 9247 8500 Email: work@bsa.com.au

- You will then be required to undergo buddy training with an experienced installer for duration to be determined. That length of time will be dependant on the level of your current experience.
- During this time you will need to provide BSA Limited with your PTY LTD company details.
- You will need to advise personal details (including a police clearance certificate) for yourself and any personnel you may employ on the works.
- You will need to provide evidence of all insurances (e.g. certificates of currency) to the level outlined in this document.
- You will need to provide a evidence of your worker compensation and / or personal accident insurance for yourself and any personnel you may employ on the works.
- You will need to obtain an ACA Licence and provide a copy if you do not have one.
- You will need to complete the BSA on-line Technician Induction Training course. This is also applicable to any personnel you may employ on the works.
- You will need to provide evidence of or undergo "Working at Heights" training. This is also applicable to any personnel you may employ on the works.
- You will need to complete the OH&S Induction Course for Construction relevant to your state. This is also applicable to any personnel you may employ on the works.
- You will be required to sit Foxtel's 10 Module of Assessment course and obtain a 90% pass mark.

Following completion of the above, your allocated QA Field Supervisor will carry out an official assessment to check your ability to complete installations in the field. An audit of your vehicle, tooling and safety equipment (PPE/Vehicle/Tools Audit) will also be completed.

Once your compliance with the above requirements and your technical assessment and PPE/Vehicle/Tools Audit are satisfactory the State Manager will provide the BSA Service Level Agreement (or contract) for your review and signature. Two copies of the Agreement will be provided for your signature. Once you have signed and returned both copies to the State Manager the authorised BSA representative will also sign the Agreement and return one copy to you for your records.

You will not be permitted to commence work until all requirements have been met.

Disclaimer:

Please note that the information provided in this booklet is only a guide and may be subject to change at any time.